



Department of Medical Assistance Services
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MEDICAID MEMO

TO: All Providers and Managed Care Organizations Participating
in the Virginia Medical Assistance Programs

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 7/1/2008

SUBJECT: Expansion of Medallion II & FAMIS Programs in the Charlottesville
Area: Albemarle, Augusta, Buckingham, Charlottesville, Fluvanna,
Greene, Louisa, Nelson, Orange, Staunton, and Waynesboro – November
1, 2008

The purpose of this memorandum is to inform you of the entry of an additional Managed Care Organization (MCO) into the Virginia Medicaid/FAMIS programs in the Charlottesville Area: Albemarle, Augusta, Buckingham, Charlottesville, Fluvanna, Greene, Louisa, Nelson, Orange, Staunton, and Waynesboro. We are pleased to announce that Southern Health CareNet will be entering these areas on November 1, 2008.

With the entry of another health plan into these areas, Medicaid/FAMIS Plus and FAMIS managed care enrollees residing in Albemarle, Buckingham, Charlottesville, Fluvanna, Greene, Louisa, Nelson, and Orange will have a choice among four plans: Anthem HealthKeepers Plus, Optima Family Care, Virginia Premier Health Plan, and Southern Health-CareNet. Medicaid and FAMIS managed care enrollees residing in Augusta, Staunton, and Waynesboro will have a choice among three plans: Optima Family Care, Virginia Premier Health Plan, and Southern Health-CareNet.

IMPACT ON PROVIDERS

If you wish to consider contracting with CareNet or any of the other MCOs operating in the referenced areas, contact information for the MCOs is provided below (please remember if your participants live in any of these areas, you may contract with these MCOs):

CareNet: – for recipients living in:

Amherst, Appomattox, Campbell, Lynchburg, Albemarle, Augusta, Buckingham,
Charlottesville, Fluvanna, Greene, Louisa, Nelson, Orange, Staunton, and Waynesboro

800-279-1878

Anthem HealthKeepers Plus: – for recipients living in:

Albemarle, Buckingham, Charlottesville, Fluvanna, Greene, Halifax, Louisa, Madison,
Nelson, Orange

540-853-5077

Virginia Premier: – for recipients living in:

804-819-5160

Albemarle, Amherst, Appomattox, Augusta, Buckingham, Campbell, Charlotte, Charlottesville, Danville, Fluvanna, Greene, Halifax, Harrisonburg, Louisa, Lynchburg, Madison, Nelson, Orange Pittsylvania, Rockingham, Staunton, Waynesboro

Optima Family Care: – for recipients living in:

877-865-9075

Albemarle, Amherst, Appomattox, Augusta, Buckingham, Campbell, Charlotte, Charlottesville, Danville, Fluvanna, Greene, Halifax, Harrisonburg, Louisa, Lynchburg, Madison, Nelson, Orange Pittsylvania, Rockingham, Staunton, Waynesboro

DMAS encourages providers to contact CareNet to begin the contracting and credentialing process. Please be aware that credentialing may take up to 90 days.

Remember that you, as a Medicaid/FAMIS provider, may continue to see and treat individuals who are exempt from managed care and who are enrolled in Medicaid or FAMIS fee-for-service. Exempt individuals include: recipients with other coverage, those residing in foster care, and residents residing in a nursing facility, for example. Those enrolled in Medicaid or FAMIS fee-for-service will continue to use the DMAS identification card. You do not need to participate with an MCO to provide services to the Medicaid or FAMIS fee-for-service population. To provide services to Medicaid and FAMIS fee-for-service recipients you need only continue as an enrolled Medicaid provider. It is important to remember that some services are carved out of the MCO contracts. These include dental services which are provided by *Smiles for Children*, community mental health rehabilitative services, and home and community based care waiver services. These services are reimbursed by DMAS.

IMPACT OF MCO EXPANSION ON ENROLLEES

In late September, any new managed care eligible recipient in these areas will receive a pre-assignment letter and information from the Department to assist them in making their MCO selection. If the recipient does not make an affirmative choice, s/he will be assigned to the contracted MCO listed in the pre-assignment letter. In addition to new managed care eligible recipients, current Medicaid managed care enrollees in these areas will be offered Southern Health-CareNet as an additional choice during open enrollment, which takes place during the months of September and October. Recipients will be instructed to contact the Managed Care HELPLINE with questions related to their MCO assignment, or to make changes in their assignment during the enrollment period. Recipients who either make an affirmative selection or are assigned to the MCO listed in their pre-assignment letter **will have 90 days from November 1, 2008 to make a change for any reason.** Recipients may contact the Managed Care HELPLINE at 1-800-643-2273, 8:30 am – 6:00 p.m., Monday – Friday. FAMIS enrollees will also receive a similar notice regarding this program change. They may call the FAMIS Central Processing Unit at 1-866-87FAMIS (1-866-873-2647).

New FAMIS enrollees or renewing FAMIS enrollees with coverage effective 11/1/08 will receive information regarding CareNet and all MCOs in their region prior to 11/1/08.

We appreciate your continued support of these programs. If you have questions about this memo, please contact Kathleen Dickerson at 804-371-8852.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.